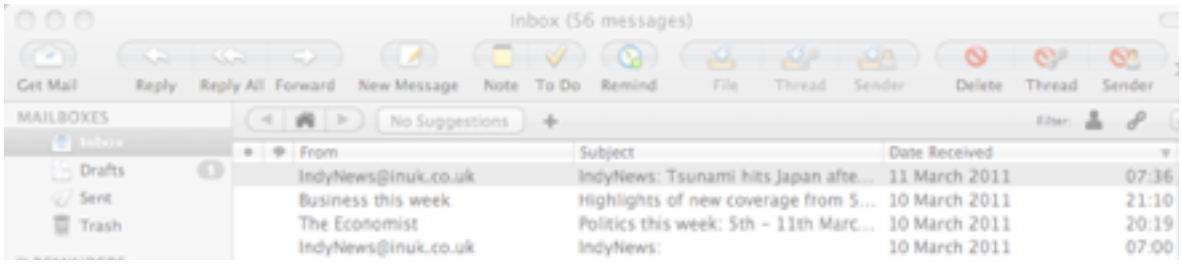
The *Smart* Assistant for Apple Mail

MailHub

User Manual



Welcome to MailHub 1.0

The following guide has been prepared to give an overview of MailHub's main features. If, however, you have a query about any MailHub functionality that is not covered here, please contact us at support@dervishsoftware.com and we will be happy to assist you.

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Introduction to MailHub

Thank you for downloading MailHub, the new timesaving 'smart' plug-in for Apple Mail which upgrades the performance of your Inbox.

MailHub is an application for Apple Mail which makes it **easy** to achieve and maintain **organized** mailboxes and a **streamlined** inbox. MailHub learns about your filing preferences from the point of installation and continues to learn 'as you file', intelligently auto-suggesting mailboxes to file to.

We all know that maintaining an organised workspace is a vital component in increasing our efficiency but when it comes to our inboxes many of us find the prospect of wading through a large backlog of old emails to file, action or delete them, a daunting prospect. MailHub was created in response to this problem and other administration limitations experienced in Apple Mail by our developers at Dervish Software. As of July 2011, MailHub v1 is our latest release, compatible with **Mac OS X Lion** (version 10.7), **Mac OS 10.6.7** (the most recent release of Snow Leopard), and all previous versions of Snow Leopard. A separate version for Leopard users is available from our website.

Key new features of MailHub v1 include:

- Clearer, more user-friendly toolbars and buttons with increased customizability
- Improved auto suggest intelligent technology filing function based on previous mail activity
- Easier mailbox creation on the fly
- Auto-file and delete options for outgoing mail
- Keyword and key letter searches to enable quick location of Mailboxes
- Lion compatible look and feel

Bring order to your inbox - quickly and painlessly

What makes MailHub so effective as a time saving email management tool is that mail can be filed, deleted or have actions set against it without leaving your inbox. No more manually 'drag-filing' mail into mailboxes or setting up complicated email rules to keep on top of ever expanding inboxes.

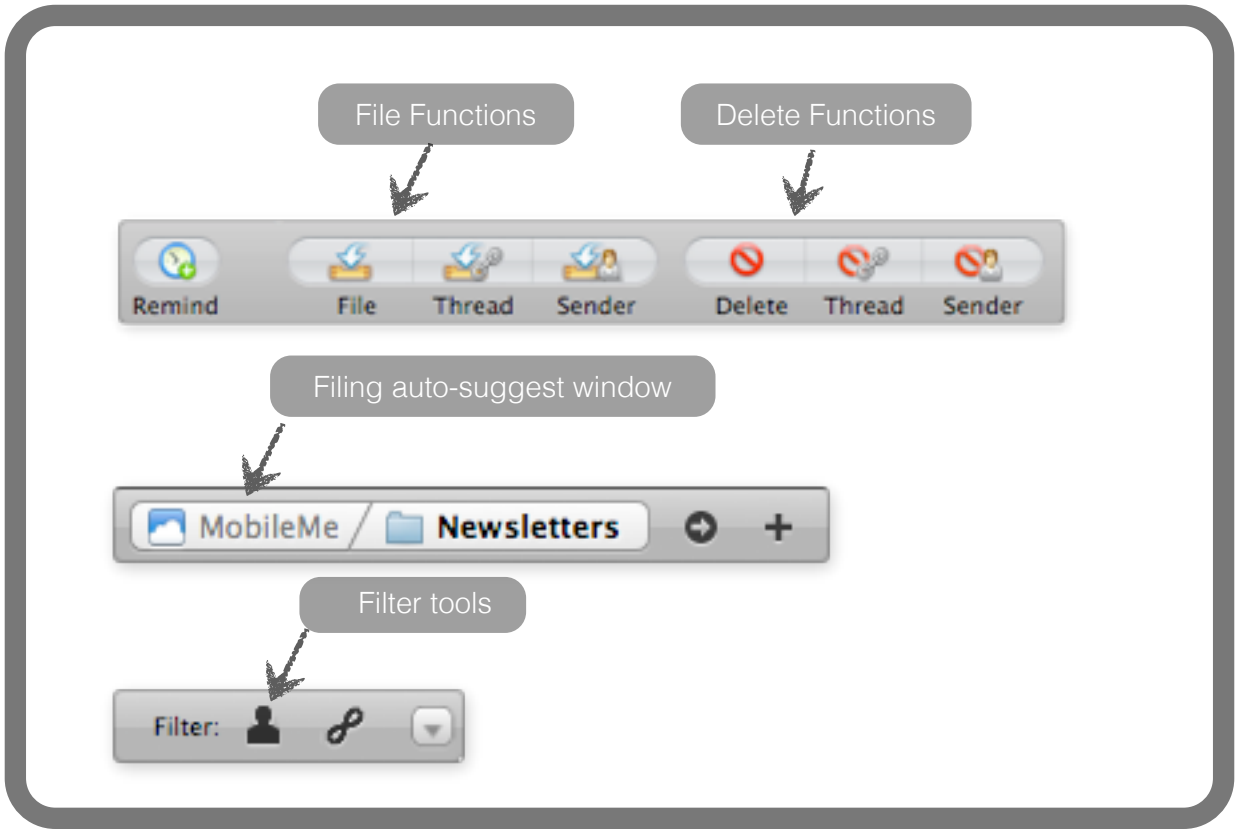
Email from a contact or thread can be batch-filed to a mailbox (or deleted) with a series of simple mouse clicks or key strokes, radically reducing time spent on mail administration. To keep you super organized MailHub 1.0 even allows you to specify filing destinations for an outgoing message during composition.

MailHub also allows the creation of mailboxes 'on the go' allowing you to organize your inbox naturally as new email arrives - no more breaking your work flow to file.

Finally, MailHub allows you to set reminders and actions against emails directly from your inbox with a fully Mail-integrated remind function so once an email is filed it is 'out of sight but not out of mind' and you won't forget a vital task at a later date.

Installing MailHub

To install MailHub, click on the Download button on homepage at www.dervishsoftware.com to



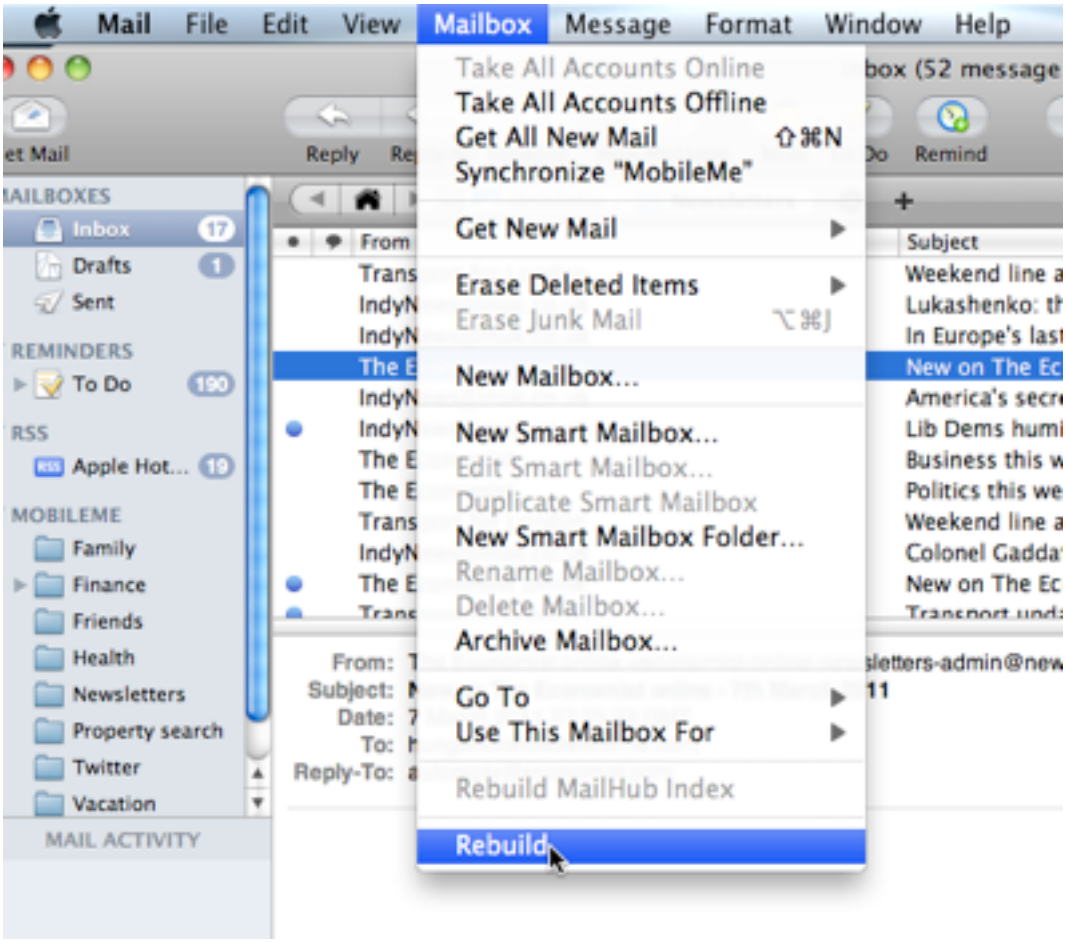
begin your free 30-day trial. The MailHub Installer will then guide you through the installation process in a series of simple steps.

Automated Filing

MailHub is intuitive software that will suggest folders to file emails to based on criteria such as subject, sender and previous administration activity.

Install MailHub
Software License Agreement
Introduction
License
Destination Select
Quit Mail
Installation Type
English
HungerfordRoad Software License Agreement
PLEASE READ THIS SOFTWARE LICENSE AGREEMENT ("LICENSE AGREEMENT") CAREFULLY BEFORE USING THE SOFTWARE. This License Agreement sets forth the terms and conditions under which you may use the Software. BY CLICKING ON THE "ACCEPT" BUTTON (THAT IS DISPLAYED ON A NOTICE REQUESTING YOUR ACCEPTANCE FOR THIS LICENSE) YOU AGREE TO ACCEPT THE TERMS OF THIS LICENSE AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE AGREEMENT HUNGERFORDROAD SOFTWARE IS UNWILLING TO LICENSE THE SOFTWARE TO YOU AND YOU MUST DISCONTINUE INSTALLATION OF THE SOFTWARE NOW BY CLICKING ON THE "REJECT" BUTTON THAT IS DISPLAYED ON A NOTICE REQUESTING
Print...
Save...
Go Back
Continue

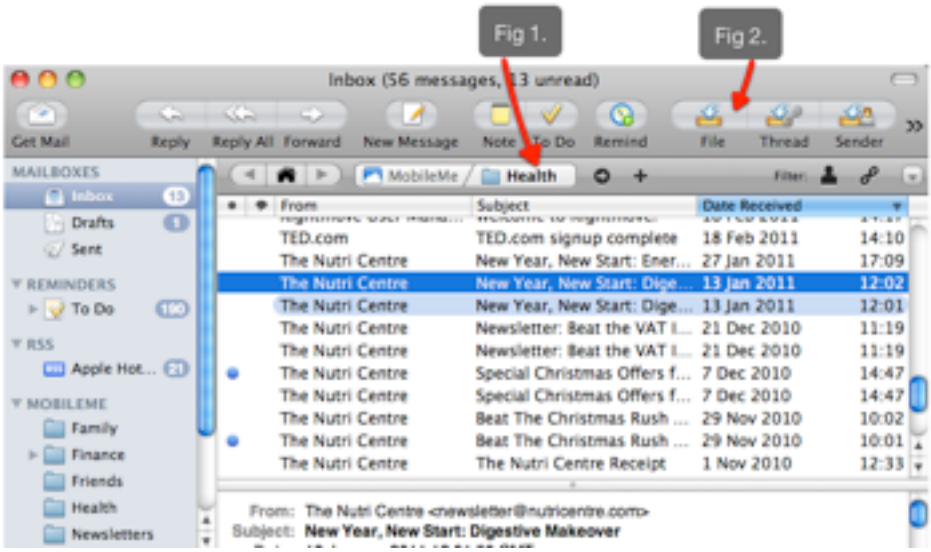
When you first install the program, MailHub will automatically index your mailboxes to identify your common filing behaviour. This will allow it to ‘auto-suggest’ appropriate mailboxes to file to. MailHub will then continue to learn as you file. Should you need to restart the learning process at any time you can easily rebuild MailHub index by selecting Mailbox (on Mail menu) / Rebuild MailHub index. The Indexing Progress button on the far right of the MailHub toolbar will indicate when this is complete.



Email Filing Made easy

MailHub allows you to file mail into existing mail folders (mailboxes), individually, by thread or by sender in a few simple mouse clicks.

Click into your in box to highlight an email you wish to file.
If the email comes from a familiar sender or thread MailHub will auto-suggest a mailbox to file to based on your previous filing activity - this suggestion will appear in the filing auto suggest window (Fig. 1).



To confirm the suggested filing path simply select a filing function (Fig. 2).

You then have three filing options:

1. click FILE to file just the highlighted email into the folder

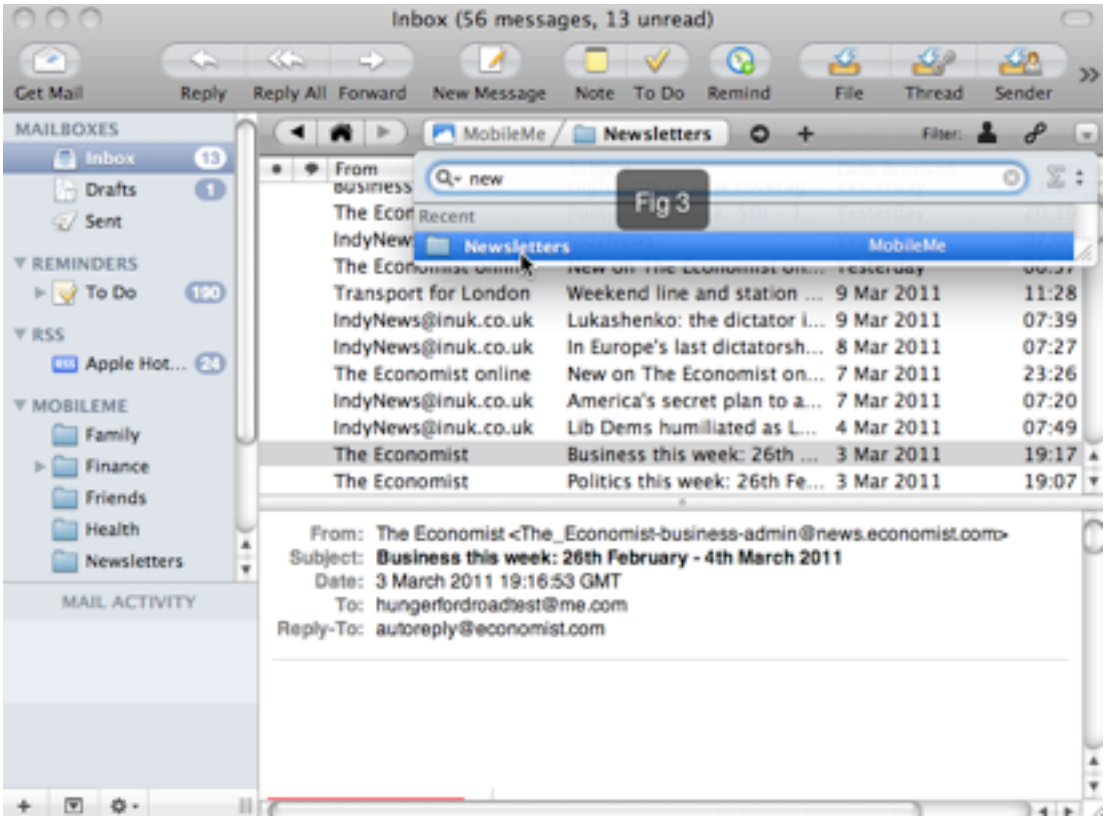
2. click ‘THREAD’ to file the whole correspondence chain relating to that email or

3. select and click ‘SENDER’ to file all emails sent from that sender into the suggested folder.

Whichever option you choose an on-screen message will confirm the number of emails filed.
You have now completed filing for that item.

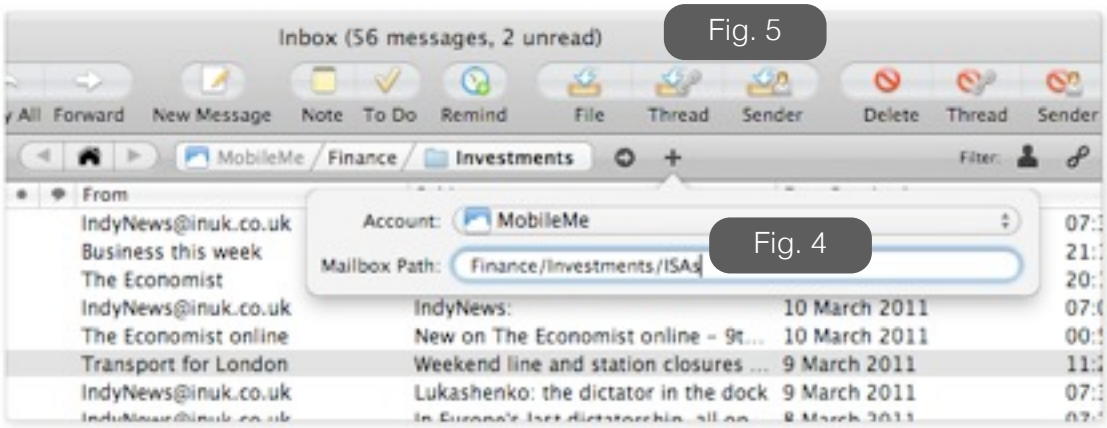
If MailHub does not make a filing suggestion / overriding autosuggest

If at Fig 1. (email filing made easy) no auto suggestion is given by MailHub or if you wish to override a suggestion with a different mailbox choice, simply type the first few letters of the correct mailbox name into the Filing auto suggest window, select your mailbox choice from the drop down list (Fig 3.) and click FILE.



NB If the email does not fall neatly into an existing mailbox category you can easily create a new one 'on the fly' by following the instructions below for Mailbox creation 'As You Go'.

Mailbox creation 'As You Go'



MailHub enables the creation and simultaneous filing of email to new mailboxes in one smooth procedure.

To create a new mailbox:

- Click into your inbox to highlight an email you wish to file to a new mailbox**.**
- Press the '**+**' button to the left of the Filing auto suggest window, to bring down the mailbox creation window (Fig. 4)
- Select the account you wish to create the new mail box in
- Type the name of the new mailbox you wish to create in the Mailbox path.
- Press return to create the mailbox
- Making sure the email you wish to file to the new mailbox is highlighted then select a filing option and action(Fig. 5)

When creating Mailboxes you can choose to make a new mailbox a sub folder of an existing 'parent' box very simply.

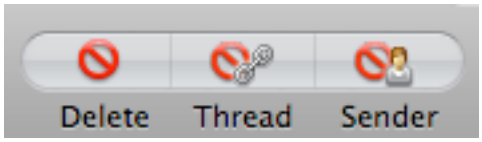
To do this:

- Press the '**+**' button to the left of the Filing auto suggest window, to bring down the Mailbox creation window (Fig. 4)
- begin typing the first few letters of the parent mailbox name into the mailbox Path i.e 'FIN for Finance' until the correct Mailbox is selected
- Continue by typing the names of the new Mailbox sub folders into the Mailbox Path as you want them to appear ie Finance/Investments/ISA's - here we have created two sub folders within Finance: investments and an investment sub folder: ISA's. Make sure each sub folder name is separated by a '/' to ensure the folder is created correctly.
- Making sure the email you wish to file to the new mailbox is highlighted select a filing option and action(Fig. 5)

Quickly 'de-junk' Your In Box

Click into your inbox to highlight an email you wish to delete.

Select a deletion option from the delete functions menu.



Pressing DELETE will remove only the highlighted email, clicking ‘THREAD’ will delete the whole correspondence chain relating to that email and clicking ‘SENDER’ will delete all emails from that sender.

Whichever option you choose an on-screen message will confirm the number of emails deleted.

You have now completed deletion for that item.

Set ical integrated actions and reminders from your inbox

The Remind function allows you to set follow up actions to your Mail TO DO Folder or set ical linked reminders for email related actions with a few simple clicks.

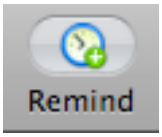


Fig. 6

Click into your in box highlighting an email you wish to set a reminder or action on.

- In the MailHub menu bar click the REMINDER button (Fig.6) - an editing screen will appear to allow you to set criteria for your reminder.
- THE REMINDER HEADING defaults to the email subject but can be edited as required - type the title for your reminder here. (Fig. 7)
- DATE and TIME (Fig. 8) - options allow you to choose when you will be reminded of your action. Either choose precise dates and times from the calendar and clock functions or choose ‘Now, Morning, Afternoon or Evening’ or the SNOOZE options for speed.

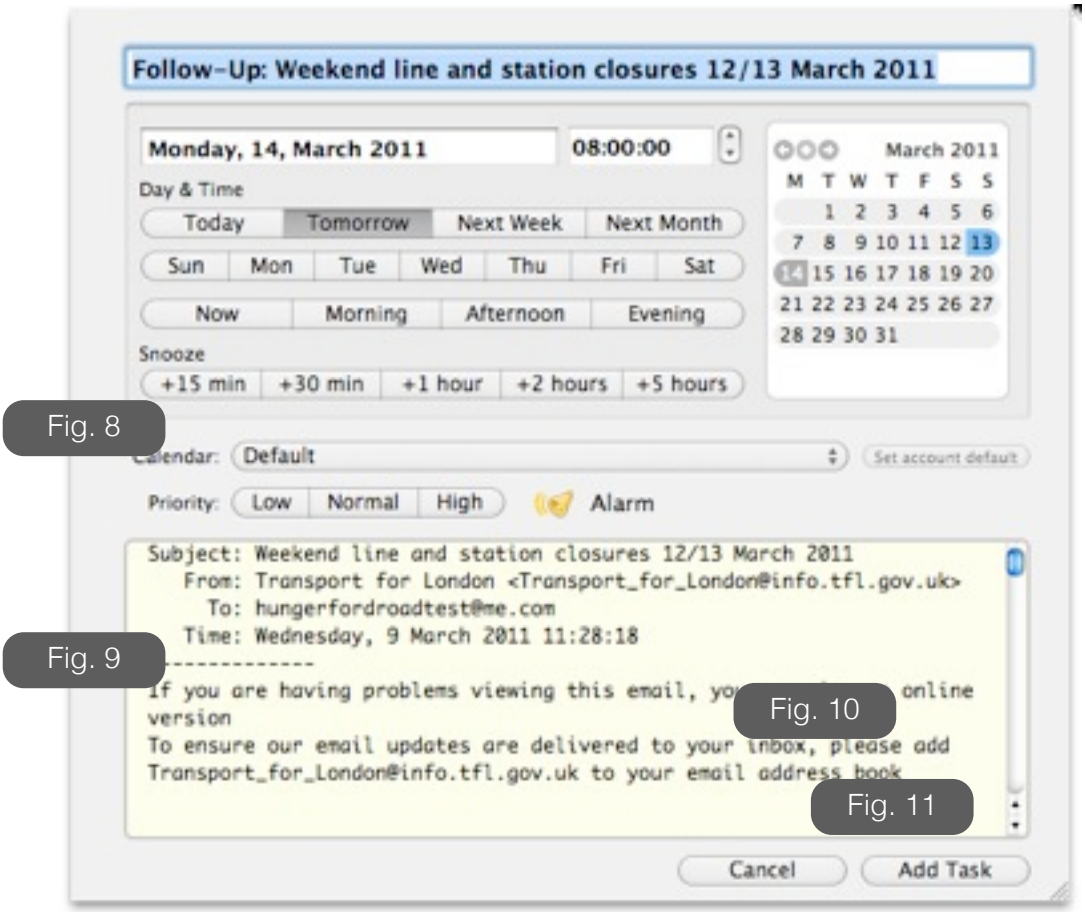


Fig. 7

Fig. 8

Fig. 9

Fig. 10

Fig. 11

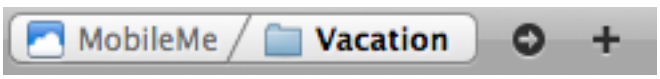
Choose an iCal calendar to place your reminder or action in

- Select the priority for your reminder to LOW / NORMAL or HIGH and add a reminder ALARM if required. (Fig 10.)
- DESCRIPTION - defaults to the body text of the selected email but can be edited as required. (Fig 11.)

All emails subject to the Remind function will be automatically filed into the TODO mailbox of Apple Mail. However, ticking the ALARM function will also issue an iCal reminder according to the DATE and TIME criteria you have selected.

MailHub Navigation

MailHub's Filing auto-suggest window also doubles as a navigation tool allowing you to move easily between your mail boxes:



Simply type the first few letters of the Mailbox you wish to navigate to using the autosuggest window as a search field - a list of possible mailboxes will appear in a drop down window. (Fig 12)

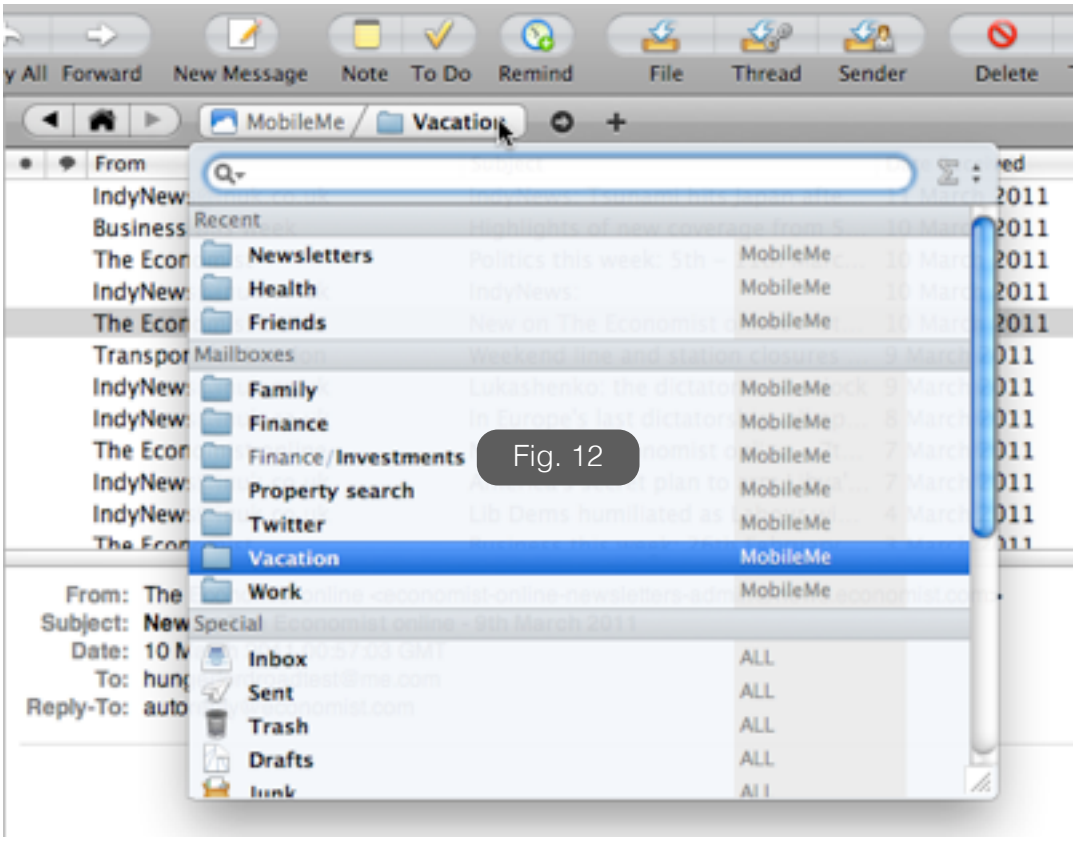


Fig. 12

Select the correct Mailbox and press the arrow key to the right of the autosuggest window to jump to it.

Filter Tools

MailHub's filter tools offer quick and easy way to sort email within an in-box or mailbox by sender. Simply select an email you want to filter by and press the sender button. The infinity button cancel's out the filter bringing all email back once more.

Auto filing outgoing messages

We know that many MailHub users like to keep their outgoing email as well ordered as their incoming mail. MailHub 1.0 allows you to specify a filing destination for an outgoing message during composition.

As MailHub gets to know your filing preferences it will make filing suggestions automatically however to set a filing destination if none is suggested or to override an autosuggestion, simply type the first few letters of the Mailbox you'd like to file your email to. Pressing the send and file button (Fig.13) in the compose email window actions your request and sends the email.

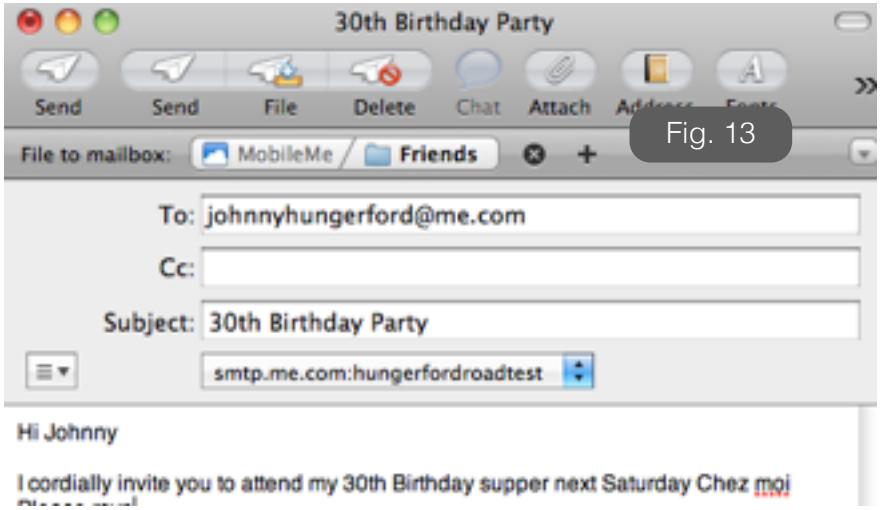


Fig. 13

NB: As you compose your email a 'File thread' option will appear if the reply is part of ongoing conversation. Clicking this option will file the whole email 'conversation' to the specified destination mailbox in one simple click.

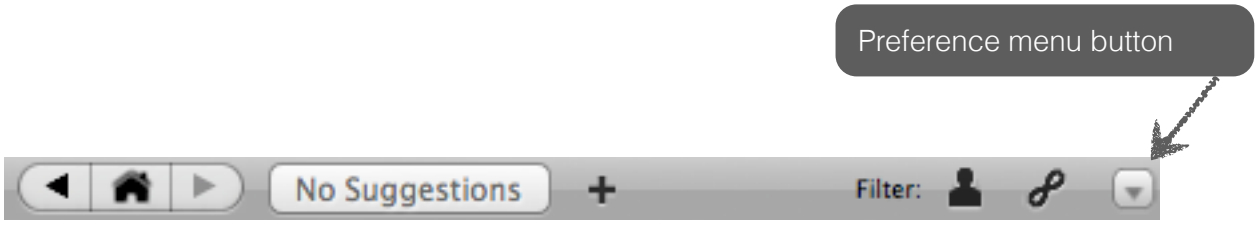
New mailboxes can be set up to file outgoing mail in the same way as with outgoing messages. To create a new mailbox simply follow the instructions under Mailbox creation as you go.

Deleting outgoing messages as sent items

MailHub gives you the option to delete a sent email from your sent items after sending it. This can be useful when you are sending a standard email reply that does not merit taking up value storage space - an email acknowledgement for example.

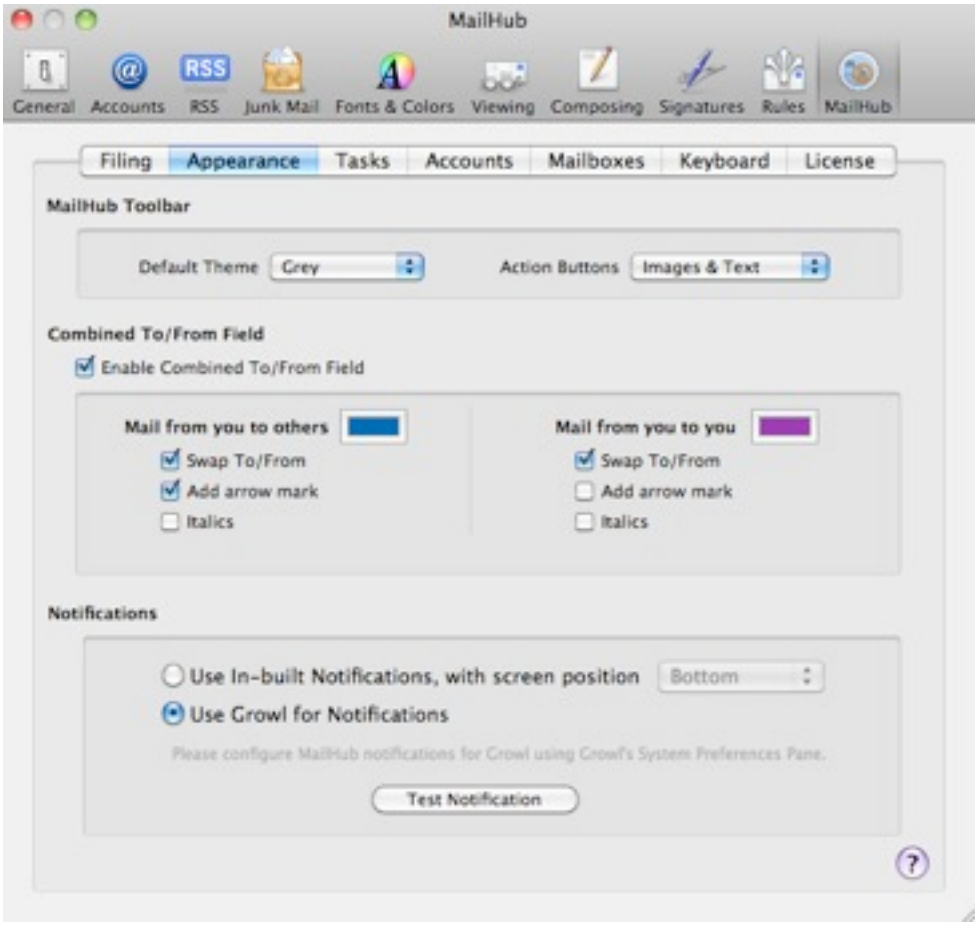
To action this option press the send and delete button (Fig 13) upon sending.

MailHub Preferences - where to find



Preferences for your MailHub software can be set and edited by clicking on the preference Button on the MailHub tool Bar.

Manual Preferences - Appearance



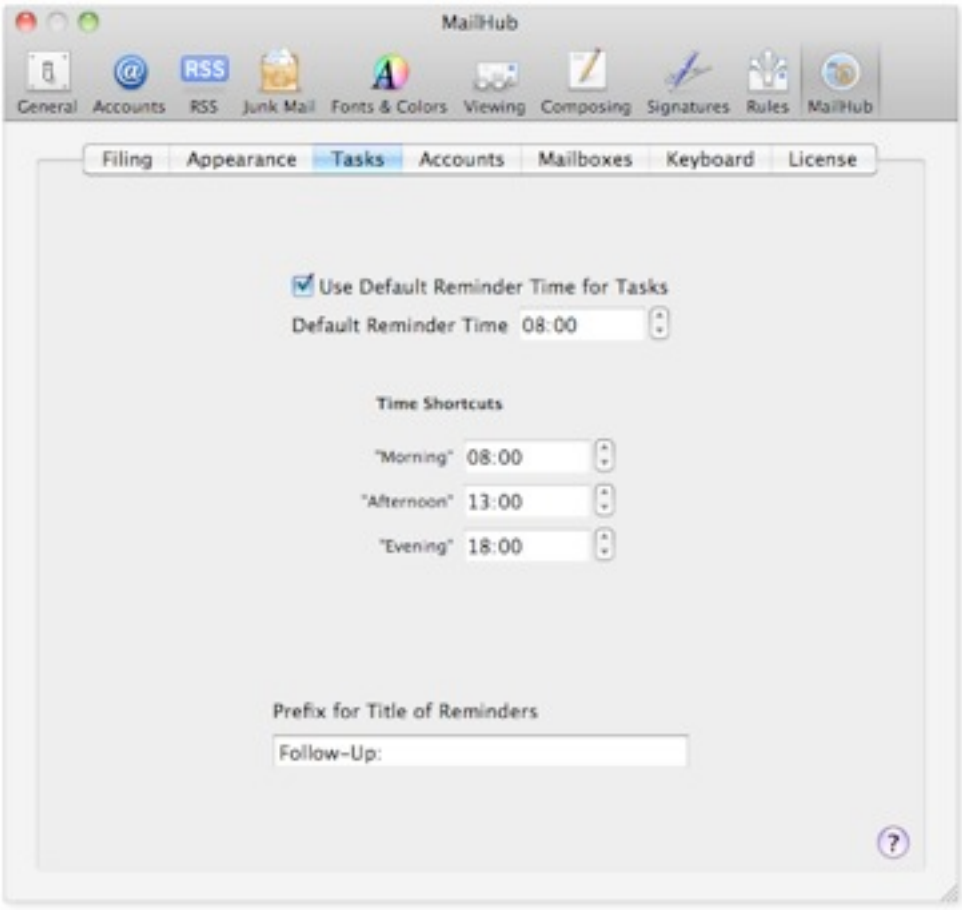
MailHub Toolbar Theme allows you to choose one of four MailHub 'skins' to customise your plug-in toolbar

Action Button Theme allows you to customise MailHub's action buttons with options to hide the buttons completely, show 'just' the images or combine images and text on the buttons.

Combined To/From Field MailHub gives you the option to file sent email alongside incoming correspondence in its appropriate Mailbox folder. **'The Enable'** option in this Tab switches on this function and a number of display options are available to clearly mark up messages from yourself and others as sent including font colour, italics and arrow marks.

Notifications
Allows you to select in-built or Growl options for notifications.

MailHub Preferences - TASKS TAB

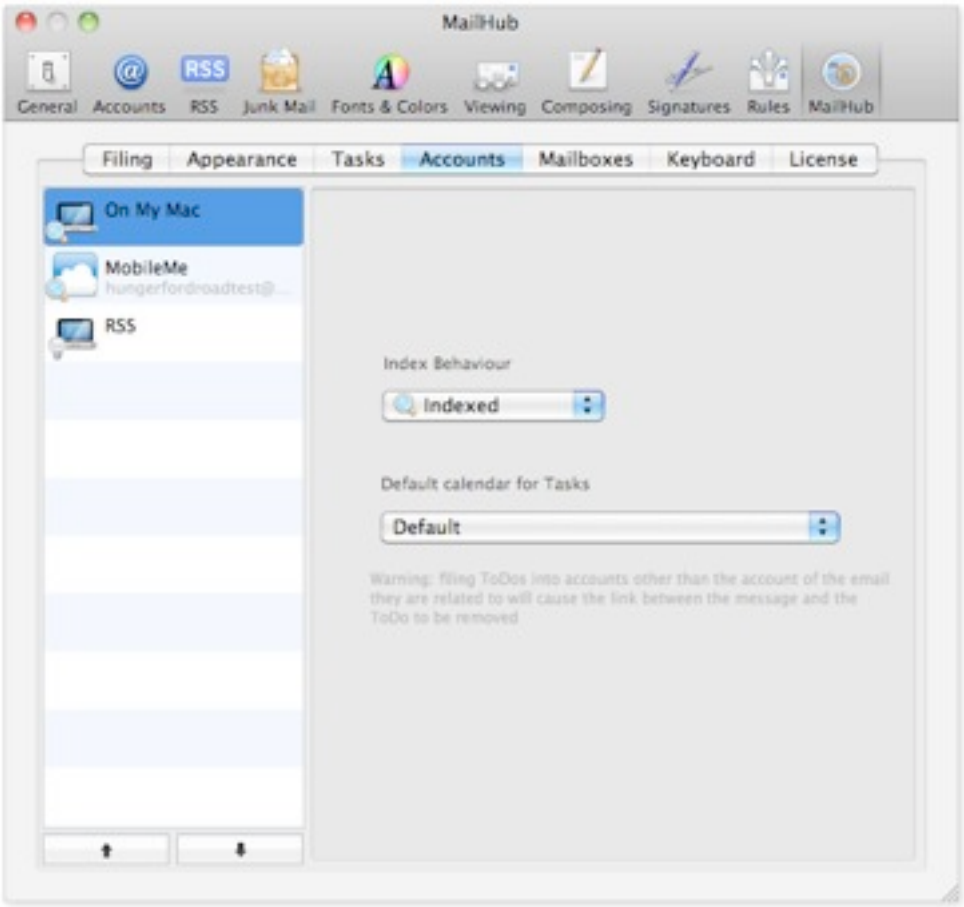


Default Reminder Time for Tasks - enables you to specify a default reminder time alarm for tasks set through MaiHub.

Common Time Definitions. This function allows you to set time your own time definitions for Morning, Afternoon and Evening within the MailHub REMIND function.

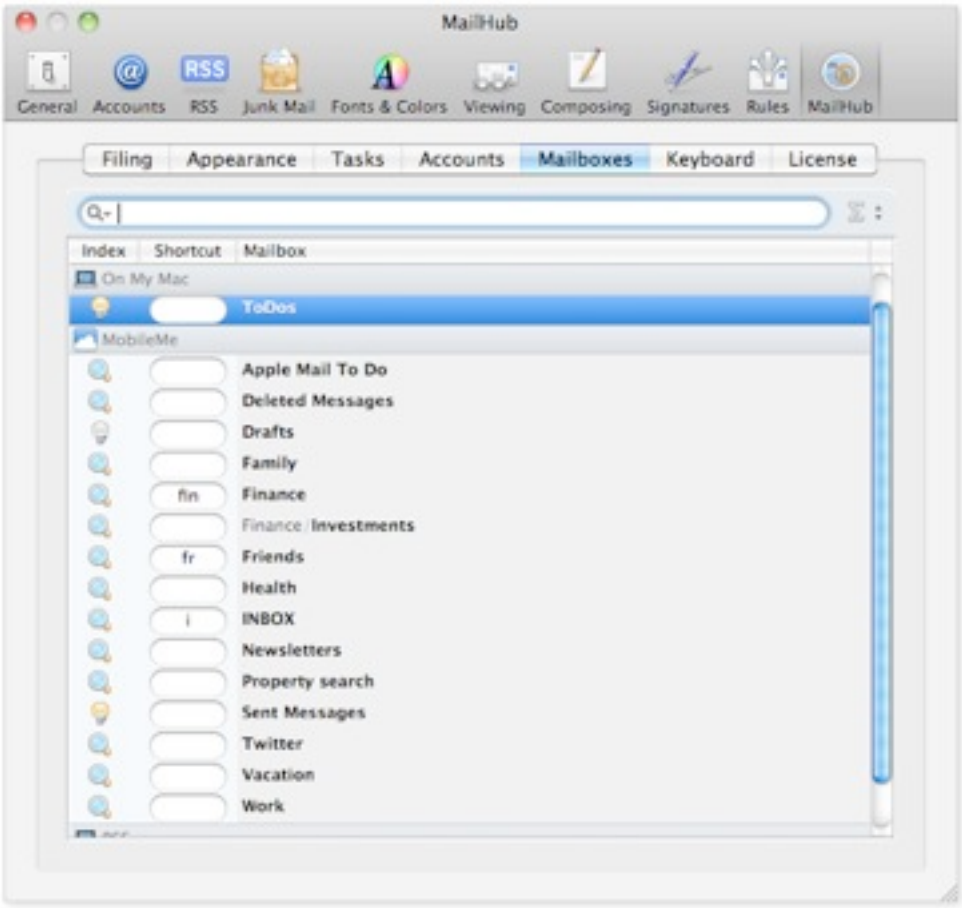
Prefix for Title of Reminders - This is a customisable text box for the title of reminders set through MailHub. It currently defaults to ‘Follow-Up’ but text can be edited as required.

MailHub Preferences - ACCOUNTS



Default Account - This allows you to select a default email account for the creation of new MailHub Mailboxes. This is useful If you have a number of Apple Mail accounts. Simply select an account from the drop down menu and tick ‘default account’.

MailHub Preferences - MAILBOXES



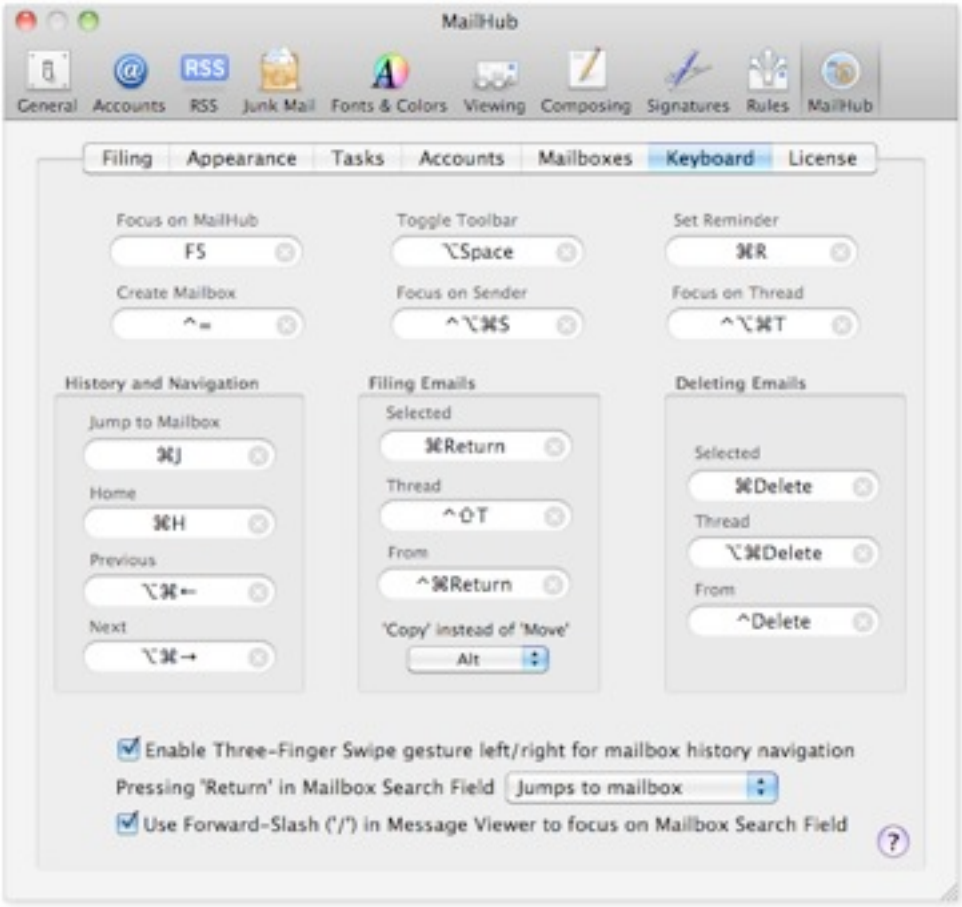
Hiding and Indexing of individual mailboxes.
The Accounts tab of the MailHub preferences allows you to hide or exclude individual mailboxes from MailHub suggestions and search results:

a) If 'Hide' is checked against a mailbox, then that mailbox will not appear anywhere in MailHub -- either in suggestions, or in the search results -- (although it doesn't affect Mail's treatment of that mailbox). You would use this if you rarely file or visit to a particular mailbox, or you don't manage that mailbox yourself.

b) If 'Exclude' is checked against a mailbox then the mailbox appears in MailHub search results, but will never appear as a suggestion: this is good for Mailboxes you want to 'visit', but would appear too often in suggestions, cluttering them up. An example would be an 'archive' mailbox with lots of emails in, but there is no particular subject of the mailbox, so you don't want it to get in the way of more specific suggestions. In addition, checking 'exclude' can save resources, as MailHub will not index those mailboxes.

One thing to note is that a) implies b). When you check 'Hide', MailHub automatically checks 'Exclude' as well.

MailHub Preferences - KEYBOARD SHORTCUTS



MailHub has a number of handy keyboard shortcuts which can be used to save time when undertaking email administration. All shortcuts can be edited to your preferences from this tab.

MailHub Preferences - LICENSE

Once you have purchased MailHub your user name and unique registration code should be copied into the fields in this tab. There is also an uninstall option here - please see the instructions for uninstalling MailHub in this manual for further information.

Purchasing MailHub

MailHub is distributed as time-limited trial-ware. For continued use, a registration code is required. You are free to test MailHub for 30 days with no limitations. Following this trial period MailHub will not allow further filing, etc. However, as MailHub uses 'standard' functions of Mail to achieve its functionality, all of your changes prior to the expiration of the trial will remain unchanged.

For continued use of the software a license key will be required. You can purchase a full version of MailHub at any time during the trial period by clicking on *Toolbar Menu Button and selecting BUY from the drop down menu*. Once you have made your purchase, a unique licence key will be sent to you by email. Please cut and post this number into the registration code tab under preferences.

If you lose your license key following purchase please send an email to us at:
support@dervishsoftware.com

PLEASE NOTE: your correspondence must be sent from the e-mail address which we have on file for your most recent license purchase/upgrade.

System Requirements

MailHub 1.0 is compatible with both Intel and PPC Macs running Mac OS X Lion, OS X 10.7 and 10.6 (Snow Leopard). Older versions of MailHub can be downloaded from the website for compatibility with Mac OS x 10.5 (Leopard).

Warning!
MailHub will have been tested to work with every version of Mail up to and including the latest release of Apple Mail available at the time of the last official MailHub release, unless otherwise stated on our release notes or the news section of our website:
http://www.dervishsoftware.com/news/frontpage.php

Due to the unofficial status of all Apple Mail plug-ins, the developers cannot be held responsible for changes made by Apple subsequent to the latest MailHub release which could disable any or all of MailHub's functionality.

Uninstalling MailHub

At the end of your trial period, MailHub will offer to uninstall itself if you do not want to continue and purchase a license.

If you want to uninstall MailHub at any other time, ensure that Mail is closed, then open a Terminal window (run /Applications/Utilities/Terminal.app) and type: cd ~/Library/Mail/Bundles/MailHub.mailbundle/Contents/MacOS./Uninstall.sh

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4. Disclaimer
Due to the unofficial status of all Apple Mail plug-ins, the developers cannot be held responsible for changes made by Apple subsequent to the latest MailHub release which could disable any or all of MailHub’s functionality.

5. Governing Law
This License Agreement shall be governed by and interpreted in accordance with English law

and not by the 1980 United Nations Convention on Contracts for the International Sale of Goods. Any translation of this License Agreement into any other languages shall be for convenience of reference only. If a dispute arises as to the meaning/translation of any term of this License Agreement, the interpretation of the English version shall prevail. The parties agree to submit to the exclusive jurisdiction of the English Courts.

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This License Agreement constitutes the entire agreement between the parties pertaining to the subject matter hereof and supersedes all prior representations, warranties, conditions, agreements, and understandings, whether oral or written, express or implied, relating to this License Agreement. To the extent the terms of any Dervish Software policies or programs conflict with the terms of this License Agreement, the terms of this License Agreement shall prevail. No supplement, modification, or waiver of this License Agreement shall be effective unless it is provided or approved by Dervish Software in writing.
“Dervish Software” is a trading name of Belinda Dervish, 2A Kidbrooke Grove, London, SE3 0PG.

Refunds/exchange

Dervish Software offers a 30 day refund guarantee on all of our products unless explicitly noted otherwise. If you are in any way unsatisfied with any product purchased directly from us (via our online store) you may request a full refund or exchange within 30 calendar days of the date of purchase.

In order to receive your refund, please contact support@dervishsoftware.com, providing your transaction information (order number, name of purchaser, date of purchase, and method of payment) and the reason for the refund.

We strongly recommend that you try our product before making a purchase and offer a demo version of MailHub, which can be downloaded on our web site at www.dervishsoftware.com. This demo is fully-functioning and can be used without a license within the trial period.

Associations with the Apple Inc.

Please note this product has been independently engineered by Dervish Software without direct endorsement from Apple Inc.

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